

Strata[®] ***DK***

Digital Business Telephone Systems

**Standard Telephone
User Guide**

Publication Information

Toshiba America Information Systems, Inc., Telecommunication Systems Division, reserves the right, without prior notice, to revise this information publication for any reason, including, but not limited to, utilization of new advances in the state of technical arts or to simply change the design of this document.

Further, Toshiba America Information Systems, Inc., Telecommunication Systems Division, also reserves the right, without prior notice, to make such changes in equipment design or components as engineering or manufacturing methods may warrant.

DKA-UG-STDTELVE
4016161

Version E, May 1999 (DK40i)
Version D, January 1999 (Format change)
Version C, April 1998
Version B, October 1997
Version A, September 1996

© Copyright 1999

Toshiba America Information Systems, Inc. Telecommunication Systems Division

All rights reserved. No part of this manual, covered by the copyrights hereon, may be reproduced in any form or by any means—graphic, electronic, or mechanical, including recording, taping, photocopying, or information retrieval systems—without express written permission of the publisher of this material.

Strata is a registered trademark of Toshiba Corporation.

Trademarks, registered trademarks, and service marks are the property of their respective owners.

Contents

Introduction

Organization	iii
Conventions	iv

Chapter 1 – Features

Before You Begin	1
Flash	1
Incoming Call Ringing Patterns	2
Quick Reference	3
Making an Internal Call	3
Making an Outside Call	3
Making an Outside Call Using ISDN	3
Answering Calls	4
Account Code Calls	4
Forced Account Codes	4
Emergency Override of Forced Account Code Dialing Requirements	5
Verified Account Codes	5
Voluntary Account Codes	5
Automatic Callback (ACB)	7
Attendant Console Calling	8
Call Forward	8
Call Forward—External	10

Contents

Chapter 2 - Using Toshiba Voice Mail Systems

Call Hold	13
Call Park Orbits	14
Call Pickup	16
Pick up Calls to a Group	16
Call Transfer with Camp-on	17
CO Line Queuing	18
Conference and Tandem Calls	19
Standard Telephones and/or Voice Mail Auto Attendant Devices	19
Direct Inward System Access (DISA)	22
Door Phones	24
Emergency Ringdown/Hotline Service	25
Message Waiting	26
Set Message Waiting On Other Telephones	27
Override Calls	27
Busy Override or Off-hook Call Announce	27
Do Not Disturb (DND) Override	28
Executive Override	28
Paging Announcements	28
Repeat Last Number Dialed	29
Speed Dial	29
Tone/Voice First Signaling	31

Chapter 2 – Using Toshiba Voice Mail Systems

Setting Call Forward	33
Voice Mail Identification Code	33
Call Forward To Toshiba Voice Systems	34
Voice Mail Message Retrieval	35

Appendix – Access Codes

CO Line Access Codes	37
Paging Access Codes	39
Speed Dial Access Codes	40

Index	41
-------------	----

Introduction

This guide provides instructions for operating a standard tone or rotary dial telephone for Strata DK Systems. These systems include:

- ◆ DK14
- ◆ DK16e/16
- ◆ DK40i/40
- ◆ DK424/DK280 (Release 3.0 or higher)

Organization

This guide is divided as follows:

- ◆ **Chapter 1 – Feature Operation** provides descriptions and operating procedures for all of the features available with standard telephones.
- ◆ **Chapter 2 – Toshiba Voice Mail Integration** explains how to set up your telephone to forward calls to a Toshiba Voice Processing System and to retrieve recorded messages left by callers.
- ◆ **Appendix – Access Codes** includes CO Line Access Codes, Paging Group and Zone Codes and Call Pickup Codes.

Conventions

The left column gives you single or numbered steps that you need to perform a procedure. These steps apply to both mouse or keyboard use.

The right column gives the immediate response to your action. This column also includes additional notes and comments.

PDN] Primary Directory Number. In this guide, [PDN] represents the telephone number (also known as an Intercom Number, Extension Number).

Note Elaborates specific items or references other information.

Important! *Calls attention to important instructions or information.*

- Extra bold** letters represent telephone buttons. For example: **999#**.
- denotes the step in a one-step procedure.
- ~ means “through”. For example: 5~10.
- + is used for multiple key entries.
Example: Enter **#670** + [PDN] + Remote Call Forward Security Code + #.

This chapter explains how to use the features on your standard tone or rotary dial telephone. There is a Quick Reference section for basic telephone use, followed by the features in alphabetical order.

Before You Begin

Your telephone may not have all of the features mentioned in this guide. See your System Administrator to find out which features and codes apply to your telephone. If your telephone has a rotary dial, dial **44** when a procedure requires that you dial **#**. For example, to dial **#331** from a rotary phone, dial **44331**.

Flash

The term “flash” the hookswitch is used in a number of feature instructions. The following explains how to perform this function.

Features

Before You Begin

► To Flash the hookswitch

- While on a call, flash (press) the hookswitch down about 1/2 second, then release it.

You hear dial tone after flashing the hookswitch. Some telephones may have a special button which flashes the hookswitch.

Note The hookswitch is located in the handset cradle of your telephone.

Some CO line features, such as conferencing, Centrex, or behind PBX operation require “flashing the CO line,” to dial Centrex/PBX feature access code or extension numbers.

► To flash a CO line

1. Momentarily press the hookswitch for about 1/2 second.
2. Press **#45**.
3. You can now dial a Centrex or PBX feature access code or extension number.

After you press the hookswitch, You hear dial tone. This hookflashes the Toshiba system only.

You hear Centrex or PBX dial tone.

Incoming Call Ringing Patterns

Your telephone ringing pattern is set in system programming.

Some systems may use the internal call ring pattern—one second ON, three seconds OFF—for incoming outside calls.

A distinct outside call ring pattern—0.4 seconds ON, 0.2 seconds OFF, 0.4 seconds ON, three seconds OFF—is available.

Quick Reference

Making an Internal Call

<ol style="list-style-type: none"> 1. Lift the handset. 2. Dial the desired station number. 	<p>You hear internal dial tone.</p>
---	-------------------------------------

Making an Outside Call

<ol style="list-style-type: none"> 1. Lift the handset. 2. Enter a CO line number access code. 3. Dial the desired telephone number. 	<p>You hear internal dial tone.</p> <p>See Table 1 on Page 38.</p> <p>You hear dial tone after entering the access code.</p>
---	--

Making an Outside Call Using ISDN

If your Strata DK telephone system has Integrated Services Digital Networking (ISDN) features, you can make calls using this advanced service. See your System Administrator regarding your system's capabilities.

<ol style="list-style-type: none"> 1. Lift the handset. 2. Enter a CO line number access code. 3. Enter the desired telephone number. 	<p>You hear internal dial tone.</p> <p>See Table 1 on Page 38. You hear dial tone after entering the access code.</p> <p>Your call rings through to the destination.</p> <p>Note If you need to dial a subaddress (usually required for calling station equipment at a location requiring extra dialed digits), then, proceed to Step 4.</p>
--	---

Features

Account Code Calls

4. Press **##** to enable the system to dial the call
...or to enter a subaddress, press **#**, enter the subaddress, then press **#**.

Answering Calls

- When your telephone rings, lift the handset and speak.

The internal ring pattern is one second ON, three seconds OFF—for incoming outside calls.

You are connected to the calling party.

Account Code Calls

Account Codes are used for a variety of reasons, including billing, call tracking, and line restriction applications. The system records the Account Codes and can print them with other call details on a Station Message Detail Recording (SMDR) report.

Forced Account Codes

Some applications may require that you enter an Account Code, called a Forced Account Code, before dialing a telephone number. Forced Account Codes can be recorded for outgoing calls only.

➤ To record a forced account code

1. Lift the handset.
2. Dial a CO line number access code.
3. Enter the Forced Account Code.

You hear dial tone.

See [Table 1 on Page 38](#). The CO line accessed must be set to require a forced Account Code in system programming.

You hear dial tone after you press the last digit of a valid account code or busy tone after you press the last digit of an invalid code.

4. Dial the telephone number.

Emergency Override of Forced Account Code Dialing Requirements

Forced Account Code requirements can be bypassed by three emergency numbers, including 911. See your system administrator for these numbers:

- 1) 911
- 2) _____
- 3) _____

Verified Account Codes

Some Strata DK systems verify the numbers entered when you enter Forced or Voluntary Account Codes. These are called Verified Account Codes.

Voluntary Account Codes

Voluntary Account Codes are optional and can be entered anytime after accessing a CO line or during a call.

An exception is a Voluntary Account Code which is required to change the Toll Restriction classification of your station. The code gives you access to telephone numbers outside your usual dialing area and must be entered prior to dialing the telephone number. As an example, if your station is restricted to local area calls, you can make out-of-state calls by using a Voluntary Account Code set in system programming.

If the system is set for Verified Account Codes, you must enter specific codes when entering the Voluntary Account Code(s) or the code is not validated for the SMDR call report.

► To record a voluntary account code

- | | |
|--|---|
| <ol style="list-style-type: none"> 1. After accessing a CO line or talking on a line, flash the hookswitch. | <p>You hear dial tone and the CO line is on Hold.</p> |
|--|---|

Features

Account Code Calls

2. Press **#46**.

You hear dial tone or if you were talking, a one-way speech path is connected: you can hear the caller, but they can't hear you nor the account code entry.

3. Enter the Voluntary Account Code.

Voluntary Account Codes must be entered during the call. Dial tone stops after the first telephone number digit is dialed.

One sound burst confirms a verified code. If you hear two burst tones (invalid code), repeat Steps 1~3.

If you enter the code after accessing a CO line, you are either reconnected to the outside caller or you hear dial tone.

4. Dial a telephone number if you entered the code after accessing the CO line
...or resume talking or hang up if you entered the code during the call.

Automatic Callback (ACB)

After reaching a busy or the Do Not Disturb (DND) mode, you can set Automatic Callback (ACB) to have the system call you back when the called station is no longer busy or in the DND mode. Automatic Callback does not apply to outside calls.

► To set Automatic Callback

- | | |
|--|--|
| 1. After reaching a busy station, press 4 . | You hear busy tone, followed by dial tone (2 secs.), then busy tone. |
| 2. Hang up. | You can make other calls while waiting for the called station to become available. |
| 3. Your telephone rings at a fast rate when the called station becomes idle. | |
| 4. Answer within three rings to prevent the callback from being cancelled. | <p>You hear a single tone, as if making a regular internal call. If you used Tone Signaling instead of Voice First Signaling, you hear repetitive ringing.</p> <p>If you hear busy tone after answering, it means the called party has already received or originated another call. Your request is not cancelled. You will be called again when the station becomes idle.</p> |
| 5. If you were attempting to make an outside call and did not use LCR, you must now redial the telephone number. | If the original call was made using LCR, the telephone number is automatically dialed. |

► To cancel ACB (to busy or DND station)

1. Lift handset.
2. Press **#43**.
3. Hang up.

Attendant Console Calling

Up to four attendant consoles can be installed per system. There can be up to three ways to call the attendant console, depending upon system programming.

► To call any attendant console

- Lift the receiver and press **0**.

The call rings the attendant console's **0** button. These calls rotate between the consoles if more than one console is installed.

► To call a particular console

- Lift the receiver and dial the console's Directory Number
_____.

The call rings the console's [PDN] button. Your System Administrator can provide the Attendant Console(s) internal number(s).

► To make an emergency call to a console

- Lift the receiver and enter **#400**.

The In-EMGR LED flashes on all consoles.

Call Forward

You can set your station to Call Forward (CF) to another station or voice mail for a variety of conditions, described in Step 2.

► To set Call Forward

1. Lift the handset.
2. Enter a Call Forward access code:
#601 = All Calls

You hear internal dial tone.

You hear confirmation tone.

Call Forward-All Calls—forwards all calls immediately; your telephone does not ring.

#602 = Busy	Call Forward-Busy—forwards calls immediately when your telephone is busy or in Do Not Disturb mode.
#603 = No Answer	Call Forward-No Answer—forwards calls to another station if you do not answer within a certain time (that you designate). Not available from a rotary telephone.
#604 = Busy/No Answer	Call Forward-Busy/No Answer—forwards calls immediately to another station whenever you are busy on another call. Calls will also forward if you do not answer within a certain time (that you designate). Not available from a rotary telephone.
3. Enter the destination number.	This is the phone number where calls will forward.
4. If setting CF-No Answer or CF-Busy/No Answer, press *, enter the time in seconds, then press #.	You can enter the amount of time that your telephone rings before it forwards (08~60 seconds). Always enter two digits. If you do not wish to change the ring time, press * then # to make the ring time the same as the last setting. You hear a confirmation tone after pressing * and again after pressing #.
5. Hang up.	Notes <ul style="list-style-type: none">• You can continue using your phone in the usual manner while Call Forward is in effect.• If Call Forward is set:<ul style="list-style-type: none">• CO lines that ring your station exclusively will forward—CO lines that ring more than one station will not forward.• CO line calls transferred to your station will forward.• Internal calls will forward.• Call Forward has priority over the hunt feature set in system programming.

Features

Call Forward

► To cancel Call Forward

- | | |
|------------------------|-----------------------------------|
| 1. Lift the handset. | You hear internal dial tone. |
| 2. Press #601 . | |
| 3. Hang up. | You hear confirmation tone again. |

Call Forward—External

This feature enables you to forward new, incoming calls to a number outside of the system.

Call Forward-External does not forward internal calls or calls transferred to your telephone. The only calls that it forwards are incoming Direct-In-Dial (DID) calls and calls over CO lines dedicated to ring your station.

However, any of the other Call Forward modes can be set simultaneously with Call Forward-External. Other Call Forward modes will be active for internal and transferred calls.

► To set Call Forward-External

- | | |
|--|---|
| 1. Store the number that calls will be Station Speed Dial location 49 (RCTUA, B, C/D processors), or location 139 (RCTUE/F processor). | <p>Important! <i>Only perform Step 1 the first time Call Forward-External is set or when you change the destination. It is not necessary to store the destination each time; it remains in system memory.</i></p> <p>The Call Forward destination can be a telephone number over a CO line, a station over a tie line, or a station within your Strata DK system.</p> <p>Use the Speed Dial storage procedures on Page 29 to store the destination number.</p> <p>Call Forward-External.</p> <p>Use the Speed Dial storage procedures detailed on Page 40. When forwarding to an outside destination include the CO Line (or CO Line group) access code before the telephone number.</p> |
|--|---|

Example: 8015833700
801 = CO Line access code
5833700 = Telephone number

Important! See [Table 1 on Page 38](#) for CO Line/Line Group access codes. The LCR access code “9” cannot be used.

2. Lift the handset and press **#670**.
3. Hang up.

Incoming calls will forward to the destination stored at Station Speed Dial Location 49.

➤ **To cancel Call Forward-External**

- Lift the handset and press **#670**.

Remote Call Forward—External Destination Change

If Call Forward-External mode is set at your station, you can change the forwarding destination from a telephone outside of the system.

The destination is normally an external Public Telephone Network Number, but it can also be an internal Directory Number.

➤ **To change the destination number**

1. Call into the Strata DK system over a CO line programmed for the DISA feature.
2. After you hear dial tone, press **#670**, then enter a [PDN].

You hear ring back tone signal, then internal dial tone for 10 seconds. Try again if you hear busy tone.

Note See the System Administrator for DISA telephone numbers.

You hear a confirmation tone.

If a number is not dialed, the system automatically causes the DISA CO line to ring at telephones as a normal incoming call. Then, if the call is not answered within 15 seconds after the ringing starts, it disconnects.

Features

Call Forward

3. Enter the Remote Call Forward-External security code.

You hear a confirmation tone. See the System Administrator for the access code.

4. Enter the new destination number.

You can enter an internal [PDN], or a CO or tie line access code + an external telephone number.

With some systems, you can dial a line group code instead of a CO line number access code (see [Table 1 on Page 38](#)).

You cannot enter the LCR access code **9**.

Important!

*Do not press #, since that ends the procedure (see Step 5). Instead, use **44** when entering a CO line access code.*

5. Press **#**.

You hear a confirmation tone.

► To cancel Call Forward-External remotely

- Enter **#670** + [PDN] + Remote Call Forward Security Code + **#**.

Call Hold

You can place a call on hold and then make another call.

► To place a call on hold

1. While on a call, flash the hookswitch.

You hear dial tone.

2. Press **#41** and hang up.

You hear a one-second burst of dial tone to confirm the call is on hold. You can now make or receive calls.

► To return to the call on hold

► Lift the handset and press **#42**.

You are reconnected with the held call.

If you do not return to the call within a specified time, the call rings back your phone.

If you are busy on another call when the held call recalls your station, you hear two tone bursts of two beeps each, three seconds apart, in your handset.

The call remains camped-on to your station indefinitely. When you end the second call, the first call rings your station.

► To put the second call on hold

► Flash the hookswitch, then press **#41**.

► To go back to the original call

► Flash the hookswitch, then press **#42**.

► To return to the second call

► Terminate that original call. Then press **#42** to retrieve the second call or wait for it to recall.

Call Park Orbits

The Call Park feature enables you to hold a call temporarily in an orbit (the area where the call is held). Anyone can retrieve the call from the orbit using the same or a different station. There are 20 General Park Orbits for the system and 1 Personal Park Orbit for each station.

Once you have parked a call in an orbit, you can:

- ◆ Hang up and retrieve the parked call at a later time
- ◆ Originate another call
- ◆ Access a voice paging device to announce the parked call for pickup from another station

► To Park a call

1. While on a call, flash the hookswitch.
2. Press **#332**.
3. Enter a General Orbit Number (**900~919**) or [PDN].
4. Hang up.

You hear dial tone.

You hear a one second confirmation tone. The call is parked at the orbit or to an assigned [PDN]. If an orbit number is busy, enter another number.

Once the call is parked, you can make or receive other calls.

Notes

- If the parked call is not retrieved within a specified time, the call rings back to your phone.
- If your phone is busy when the parked call recalls, you hear two tones of two short beeps, three seconds apart. You can place the new call on hold and answer the parked recall or end the second call and answer the parked recall by hanging up. The parked call remains camped onto your phone until you respond.

► **To retrieve a Parked call from any station**

- | | |
|---|---|
| 1. Lift the handset. | You hear dial tone. |
| 2. Press #332 and enter the Orbit Number that you used to park the call. | You are reconnected to the parked call. |

► **To park a call and page another station**

- | | |
|---|--|
| 1. While on a call, flash the hookswitch, press #331 . | |
| 2. Enter the General Orbit Number (900~919) or [PDN]. | The original call is now parked on the lowest vacant Orbit Number or [PDN]. After you enter an Orbit Number, a short burst of dial tone prompts you to enter the Page access code. |
| 3. Enter a Page Group or Zone access code (see Tables 2 and 3 on Page 39). | |
| 4. Make your announcement and include the Orbit Number. | |
| 5. Hang up to free the paging device. | If the parked call is not retrieved within a specified time, the call rings back to your phone. |

Call Pickup

You can pick up a call that is ringing another station, a call placed on hold at another station, and other types of calls with the Call Pickup feature.

<ol style="list-style-type: none"> Lift the handset and press #5. Press a Call Pickup code: #2 + XXX (XXX=[PDN]/ [PhDN]) #30 #35 ~ #38 9 #7001~#7200 	<p>You are connected to the caller.</p> <p>Pick up a call ringing or on hold at a specific Primary or Phantom Directory Number [PDN] or [PhDN] (Release 3.1 and above).</p> <p>Pick up a telephone group page, internal call, or door phone call ringing a station.</p> <p>Pick up an external page.</p> <p>Pick up a ringing CO line.</p> <p>Pick up a CO line on hold (Lines 1~200).</p>
---	--

Pick up Calls to a Group

Stations may be assigned in system programming to Pickup Groups. As many as 20 groups can be created to enable you to easily pick up incoming (new or transferred) or internal calls that are ringing stations in your group or in other groups. You can belong to more than one group. See the System Administrator for group assignments.

- **To pick up a call that is ringing in your pickup group(s)**
 - Lift the handset, then press **#5#34**.
- **To pick up a call that is ringing in another group**

<ol style="list-style-type: none"> Lift the handset. 	<p>You hear dial tone.</p>
---	----------------------------

2. Enter **#5** + the group pickup access code (**#320~#339**).

You are connected to the call after dialing the group access code. If the called station belongs to more than one group, any of the Group Pickup codes associated with those groups will pick up the call.

Note These group pickup access codes can be entered into a speed dial location for easier access.

Call Transfer with Camp-on

This feature enables you to transfer an outside call to a station that is either idle or busy.

► To transfer a call

1. While on an external call, flash the hookswitch.
2. Dial the station number to which the call will be transferred.
3. If the station is idle, announce the call and hang up
 ...or if the called station is busy or does not answer, hang up.
 ...or if the call rings back to your phone, inform the caller and repeat the procedure.

You hear dial tone.

If you hear repetitive ringing after dialing, the call was made with Tone Signaling and you have to wait for the called party to answer.

The call camps on to the busy station.

If the station does not answer within a predetermined time, the call rings back to your phone and camp-on is cancelled.

Features

CO Line Queuing

...or, to reconnect to the transferred line before it is answered, flash the hookswitch again.

If the called party lifts the handset (or presses a [PDN] button on digital and electronic telephones) just before you flash the hookswitch again, you will enter a conference call.

CO Line Queuing

If all outgoing CO lines are busy, the CO Line Queuing feature will ring your telephone when one is available.

► To set CO Line Queuing

1. If you hear busy tone after dialing a CO line access code, press **4**.

Busy tone stops, followed by dial tone (2 secs.), then busy tone resumes.

2. Hang up. (You can make other calls while waiting for a line to become available.)

3. Your telephone rings at a fast rate when a CO line becomes idle.

4. Answer within three rings to prevent the callback from being cancelled.

You hear CO dial tone. (If you hear busy tone, it means the line has already been seized or has received an incoming call. Your request is not cancelled. You will be called again the next time a line becomes idle.)

5. Dial the desired telephone number.

If the original call was made using LCR (dial **9**), the system automatically dials the number.